



2009

The State of St. Louis Workforce Report





Foreword

Business and Community Leaders,

On behalf of St. Louis Community College, the St. Louis Agency on Training and Employment and the St. Louis County Division of Workforce Development, we are pleased to bring to the community the 2009 State of St. Louis Workforce Report. We believe that this report provides critical workforce intelligence that business, economic development and education decision makers will find valuable as they develop strategies to address a changed environment for business development, economic development and talent development for our region.

The St. Louis region, like many others across our nation, has been significantly impacted by the rapid deterioration of our economy and labor market. Most experts predict a long and slow recovery unlike typical recoveries from the cyclical recessions we have experienced over the last 30 years. Some predict a national unemployment rate in excess of 10% lasting well into 2011. Our region may be faced with even greater challenges as structural changes in our economy, which have been occurring at a steady pace over the last several years, will almost certainly be accelerated. The rapid and severe decline in manufacturing employment, particularly the automotive industry; the increase in financial services, health care and education; the emerging plant science industry; and the dynamic nature of information technology employment all require new thinking and new strategies by those whose job it is to develop the talent that will drive the region's post-recovery economy.

Missouri is fortunate to have one of the finest state labor market information offices in the nation. The Missouri Economic Research and Information Center (MERIC), a unit of the Missouri Department of Economic Development worked closely with us to build upon existing labor market data with real time information from regional employers representing a cross section of industry sectors and dislocated workers faced with tremendous challenges in preparing to re-engage in a post-recovery economy.

The report is made up of several parts including: the results of a survey of over 1,537 employers focusing on the effects of the recession and plans for a post-recovery period; a survey of 447 dislocated workers asking them about their challenges and plans for re-employment; and case studies of 6 companies providing additional context to the survey data. We believe that, together, these components provide greater focus for evaluating a changed economy and labor market and will contribute to making the critical decisions that may affect our region for years to come.



Gene Gorden



Michael K. Holmes



Rod Nunn



Table of Contents

1. Executive Summary	3
2. St. Louis Economy	4
3. Employer Survey	7
4. Dislocated Worker Survey	14
5. Conclusion	18
6. Appendices	
a. Employer Survey Questions	19
b. Case Studies	21
c. Dislocated Worker Survey Questions	24
d. NAICS Description	27
e. Acknowledgements	30





Executive Summary

Some say that the mark of an individual's character is determined by how they handle life when faced with adversity. The same can largely be said of a region in terms of how local economic and workforce development communities come together to jointly address a severe economic downturn. The extent to which both communities have developed a learning curve from past major layoff events and economic cycles can determine how nimbly and effectively a region can mitigate the effects of high unemployment and a slow business climate. Learning from the past combined with active efforts to study how current events are different than past downturns are both critical to meet the needs of local businesses and dislocated workers in the St. Louis region.

This study was a joint effort by St. Louis Community College, St. Louis Agency on Training and Employment, the St. Louis County Division of Workforce Development and Missouri Economic Research Information Center (MERIC) to profile the economic landscape of the St. Louis Metro area by examining the business climate, identifying employment trends and patterns of worker dislocation. The results will hopefully provide decision makers the needed guidance to more effectively support and align services for both local business and dislocated workers in the St. Louis region.

The first section of the report discusses the findings of the Employer Survey, designed to gain key insights into business conditions, hiring strategies and plans. It offers a glimpse of the challenges employers are facing in this economy, the strategies they are using to adapt and their future plans. The survey was also supplemented with case studies with employers in the region.

The second part of this report is the Dislocated Worker Survey. It presents a profile of these workers, how they are dealing with job losses and the services that can be provided to better assist them.

The Employer Survey findings show that:

- Business performance in terms of revenue and sales is flat, as companies diversify focus and re-invent strategies.
- Hiring has slowed at the moment.
- Employment plans for the future look optimistic, especially in some sectors such as Educational Services, Healthcare and Social Assistance, Retail Trade and Manufacturing.

The Dislocated Worker Survey reports:

- Most dislocated workers have had steady employment, are disproportionately older than the labor force and have minimal education.
- Earning wages to support a family is the primary concern of the dislocated worker.
- Dislocated workers are interested in accelerated training programs to help them transition back into the workforce.



St. Louis Economy

This section provides an overview of the region's current labor market.

St. Louis MSA Counties

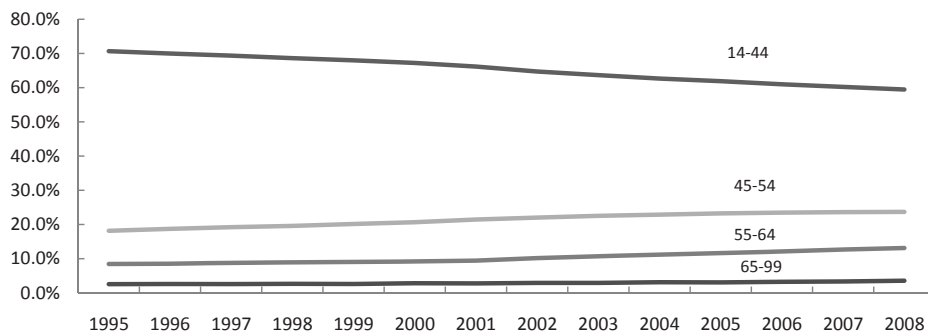
The bi-state St. Louis MO-IL Metropolitan Statistical Area (MSA) is made up of a total of 16 counties, consisting of Franklin, Jefferson, Lincoln, St. Charles, St. Louis City, St. Louis, Warren and Washington on the Missouri side and Bond, Calhoun, Clinton, Jersey, Macoupin, Madison, Monroe and St. Claire on the Illinois side. It ranks as the 16th largest MSA in the USA (2007).



Labor Force

Historically, almost 20% of the region's workforce has been in the age group of 45-54 years.

**Workforce By Age Group - St. Louis MSA
1995-2008**



Source: U.S. Census Bureau and the State of Missouri, Local Employment Dynamics program.

Labor Force by Age Group St. Louis MSA 2007

Age group	Percentage
45 to 54 years	25%
35 to 44 years	23%
25 to 29 years	10%
30 to 34 years	10%
55 to 59 years	9%
22 to 24 years	6%
16 to 19 years	6%
20 and 21 years	4%
60 and 61 years	3%
62 to 64 years	3%
65 to 69 years	2%
70 to 74 years	1%
75 years and over	1%

Source: American Community Survey

Data from 2007 indicates persons in the age group of 35 to 44 years and 45 to 54 years combined account for 48% of the labor force in this region.

Industry Employment and Projections

Educational Services, Healthcare and Social Assistance, Retail Trade and Manufacturing are the largest private employing industries in the region. Listed below is employment by industry.

NAICS	Industry	Annual Average 2007	Percent Of Total Employment 2007
11	Agriculture, forestry, fishing and hunting, and mining	10,677	0.80%
23	Construction	93,619	6.80%
31-33	Manufacturing	157,040	11.40%
42	Wholesale trade	45,320	3.30%
44-45	Retail trade	163,773	11.90%
48-49	Transportation and warehousing, and utilities	78,818	5.70%
51	Information	33,752	2.50%
52-53	Finance and insurance, and real estate and rental and leasing	107,920	7.90%
54	Professional, scientific, and management, and administrative and waste management services	132,091	9.60%
61-62	Educational services, and health care and social assistance	291,626	21.30%
71-72	Arts, entertainment, and recreation, and accommodation, and food services	134,532	9.80%
81	Other services, except public administration	69,451	5.10%
92	Public administration	53,220	3.90%

Source: MERIC, U.S. Bureau of Labor Statistics.

Short term industry projections are developed for the State as well as for the Kansas City and St. Louis metros. For this region, the most representative region for comparison is the St. Louis Region. From 2008 to 2010, this region is projected to have more than 57,000 job openings. Listed below are the top ten fastest growing industry sectors in this region for 2008-2010.

NAICS Code	Title	2008 Estimated Employment	2010 Projected Employment	Percent Change
515000	Broadcasting (except Internet)	2,550	2,640	3.77%
446000	Health and Personal Care Stores	7,650	7,900	3.32%
611000	Educational Services	86,820	89,570	3.17%
623000	Nursing and Residential Care Facilities	22,590	23,210	2.72%
452000	General Merchandise Stores	20,590	21,150	2.70%
621000	Ambulatory Health Care Services	40,790	41,730	2.32%
624000	Social Assistance	17,770	18,180	2.31%
492000	Couriers and Messengers	5,160	5,260	1.96%
999200	State Government, Excluding Education and Hospitals	9,090	9,250	1.77%
523000	Securities, Commodity Contracts, and Other Financial Investments and Related Activities	7,760	7,880	1.57%

Source: MERIC Short-term Occupational Projections, MERIC Occupational Employment and Wage Survey and U.S. Bureau of Labor. See Appendix D for detailed NAICS Code description.

Historically, Missouri's unemployment rate has been lower than the national average. However, since early 2009, mirroring the national trend this region also saw a steady decline in employment. In May 2009, non-farm employment in this region was 45,200 lower than at this time last year. The largest losses were in manufacturing (11%). However, growth was observed in educational and health services, adding 3,700 jobs and reflecting a (1.7%) increase. As of May 2009, the region's unemployment rate was (9%), a 3.1 percentage point increase from the May 2008 rate of 5.9%.






Employer Survey

The intent of this survey was to understand the business climate, market conditions, employment trends and occupation and skills demand from businesses in the St. Louis region. Data for this survey was taken from the MERIC employer database which is comprised of data from InfoUSA – a source that contains up-to-date contact lists of over 400 million companies across the nation. The total population consisted of 117,970 businesses made up of 94,225 businesses from the Missouri counties and 23,745 businesses from the Illinois counties. The total population was then stratified by industry classification or NAICS (North American Industry Classification System) codes. There are 22 such super sector industry classifications. A random sample of 1,537 interviews was selected and telephone interviews were conducted with business owners or those in charge of hiring across the region. The quantitative results from this survey were also supplemented with qualitative data from employer case studies.

Employer Size

In the population, it was noted that the largest group of employers (87%) surveyed comprised of businesses with more than one but less than a hundred employees.



Employer Size	Percentage
Self Employed	3%
Less than 100	87%
Greater than 100 but less than 500	7%
500 or greater	4%

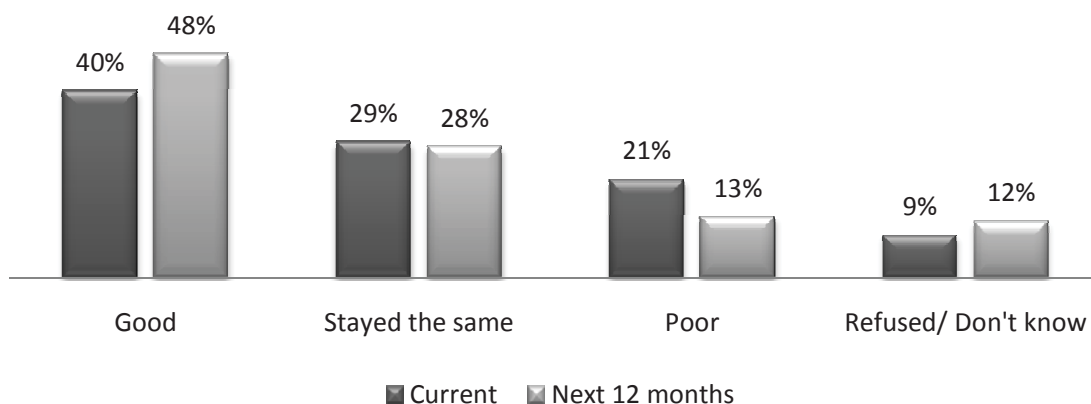


Key Findings

Business Conditions

To assess how businesses are dealing with the slowdown in the economy, employers were asked to rate their current business performance in terms of revenue and sales. A majority of the employers in the St. Louis Region (40%) indicated a positive outlook, twenty nine percent indicated no change and twenty one percent indicated a poor outlook. Response to a follow-up question about the expectations of business performance in the next 12 months was somewhat more encouraging with forty eight percent indicating it as positive, twenty eight percent indicated no change and only thirteen percent stating it as poor.

Performance in Terms of Revenue and Sales 2009



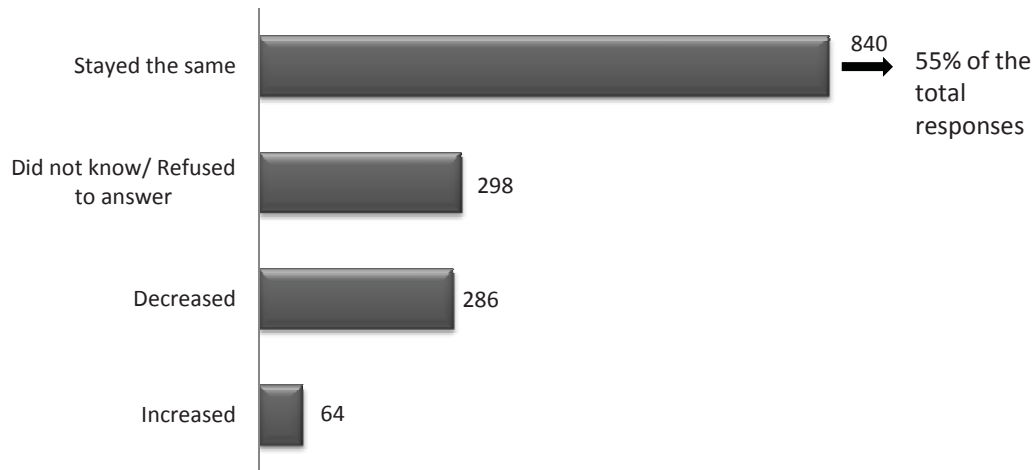
Access to Credit for Business Operations

The current financial crisis has created great concern about both the degree to which companies will have problems securing credit and the duration of this situation. While, a little over half of the respondents in this survey (55%) reported that access to credit for business operations had stayed the same, nineteen percent indicated that credit markets had tightened, while twenty three percent were unsure or declined to answer the question. Only four percent of respondents reported that access to credit had increased. Some companies declared no shortage of cash flow due to conservative internal fund management or being self funded.





Access to Credit for Business Operations



Cost of Benefits

Employee benefits are a significant part of an employer's budget, accounting for a large portion of total employee compensation. When employers in the St. Louis region were surveyed regarding the cost of benefits they offered to their employees, fifty eight percent of them stated that the cost of benefits had increased, thirty two percent said they had decreased and about ten percent had no comments.

It is interesting to note that even though majority of the employers stated that costs are rising, surveyed companies also indicated that they would not be reducing the benefits they offer new hires when they do begin hiring in order to be competitive and attract and retain the right talent.

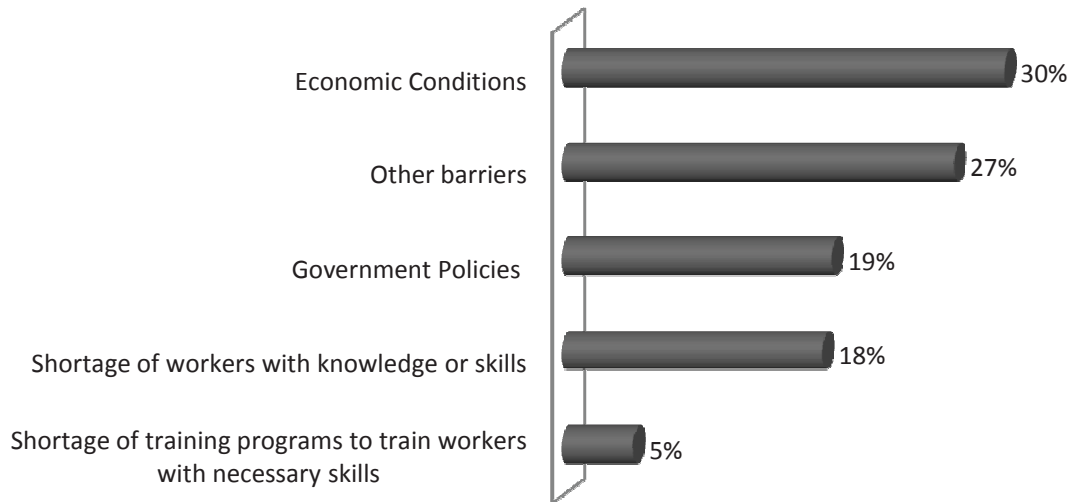
Barriers to Expanding Employment

To better understand how the recent economic downturn was affecting the talent pipeline in the St. Louis region, it was essential to investigate the barriers employers in the region face in acquiring talent. While thirty percent of employers stated that current economic conditions were the biggest barrier to expanding employment, twenty three percent indicated the shortage of skilled workers and training programs in the region was also a barrier.





Barriers to Expanding Employment



This has major implications for workforce development decision makers as they determine whether to maintain existing programs or re-tool for a substantially changed labor market in the post-recovery period.

10

Strategies for a Changing Economy

As the economy begins showing signs of recovery, employers in the region have a somewhat positive outlook towards the future with regards to talent acquisition. As an alternative to laying-off workers, surveyed employers indicated that they used several options as listed below:

Options	Percentage
Reducing hours of work for existing employees	39.9%
Freezing pay	35.2%
Reducing pay	9.0%
Suspending payments to 401k and other employee benefits	10.6%
Other measures	21.4%

Some employers also shared other measures they practiced as an alternative to the above listed options. They consolidated functions, established stricter governance guidelines for promotions within the organization and were conservative to new hiring.

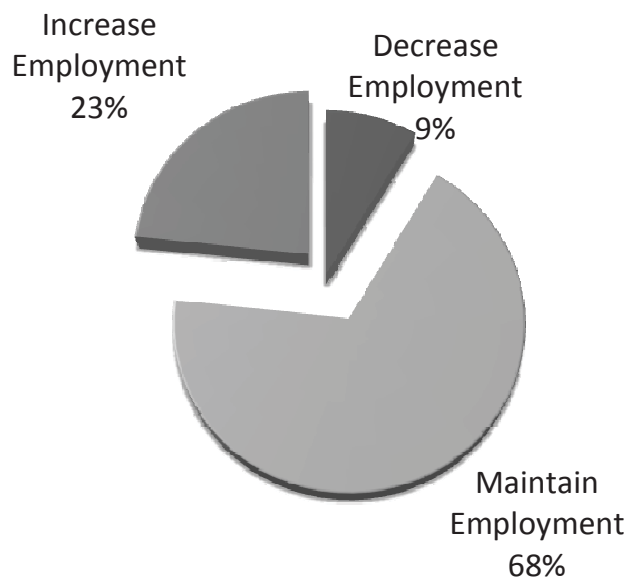




Hiring Trends

When asked about their hiring plans for the future, an overwhelming majority of employers (68%) stated they were inclined to keep their employment level constant, although twenty three percent indicated a desire to increase hiring and nine percent indicated a decrease in hiring.

Hiring Plans in the Next 12 months

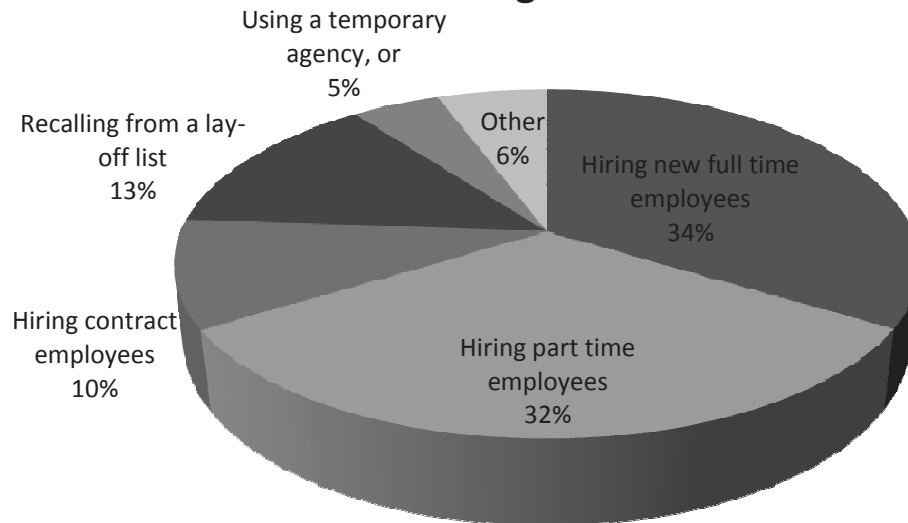


Talent Acquisition

Employers have a mixed bag of strategies for acquiring new talent in the post-recovery period. Of those who would hire new workers, there was almost an equal split between those who would hire full time employees and those who would hire part time employees. Some employers indicated that the nature of the job often demanded certain types of employment, e.g. contract workers had to be hired for specific projects only for a fixed duration of time.



Hiring Practices



Hiring by Industry Sector

Analysis of this survey indicates that the industry sectors with the best outlook for employment are Educational Services, Healthcare and Social Assistance, Retail Trade and Manufacturing. Listed below are the industry sectors that want to hire more workers in the next 12 months.

NAICS	Industry Sector	Number of Companies Who Want to Hire More Workers
44-45	Retail Trade	68
31-33	Manufacturing	14
62	Health Care and Social Assistance	15
48-49	Transportation and Warehousing	39
23	Construction	23
51	Information	21
81	Other Services (except Public Administration)	16
42	Wholesale Trade	17
92	Public Administration	19
56	Administrative and Support and Waste Management and Remediation Services	32
71	Arts, Entertainment, and Recreation	12
53	Real Estate and Rental and Leasing	12
52	Finance and Insurance	12
11	Agriculture, Forestry, Fishing and Hunting	8
72	Accommodation and Food Services	7
99	Government	4
61	Educational Services	4
54	Professional, Scientific, and Technical Services	3
21	Mining, Quarrying, and Oil and Gas Extraction	2
55	Management of Companies and Enterprises	1
22	Utilities	1



Synopsis

The results of this survey indicate that the impacts of the economic downturn are clearly being felt in the St. Louis Region. However businesses are optimistic about growth in the next 12 months. They are trying to sustain themselves by holding the line on hiring and costs but they have not abandoned their plans for hiring all together, particularly going forward and they are committed to maintaining their fringe benefit packages for new workers. Although the economic downturn has impacted their ability to expand, they are nearly as constrained by the lack of skilled workers and training programs, issues that existed before the downturn. Although hiring has definitely slowed in some industry sectors the employment outlook for other areas is still good, including the region in the areas of Educational Services, Healthcare and Social Assistance, Retail Trade and Manufacturing.



Dislocated Worker Survey



Like several parts of the nation, the St. Louis MSA region has witnessed its fair share of layoffs and plant closures resulting in a huge number of dislocated workers. This survey was designed to capture the skill level, work history and career goals of these workers with a view to better serving their needs and assisting them re-engage in the workforce. This survey was administered via the network of Missouri Career Centers – a statewide network that provides valuable workforce services: personalized career-assistance services from trained workforce specialists for job seekers; assistance from business representatives and access to other valuable business services for businesses. A total of 447 responses were collected from the North Oaks Missouri Career Center, the Deer Creek Missouri Career Center, Slate Career Center, St. Louis Central Career Center, Illinois Employment and Training Center at Granite City, Madison County Employment and Training Center, the South County Missouri Career Center and the South West Illinois Worknet Center.

Dislocated workers are those who lose their job due to no particular fault of their own, but rather due to a business shut down or layoff.

Key Findings

- At present, approximately 53% of the dislocated workers are male and 47% are female.
 - The highest percentage of dislocated workers is in the age group of 45-49 years (15%).
 - A significant majority of the dislocated workers (79%) are the primary wage earners of the household.
 - The largest cohort of dislocated workers surveyed (32%) had completed a high school diploma or GED. 25% had some college education but no completed degree, 11% had no High School Diploma/GED while the remaining 30% has some technical trade college or vocational certificate or license. 2% had some post secondary education .
 - The percentage of dislocated workers who had been without work for more than 6 months was 48%, followed by 20% who had been without work for more than 3 months but less than 6 months and about 19% had been out of work for more than 1 month but less than 3 months.
 - The largest portion of dislocated workers (36%) had spent at least a year at the last company they were employed at before being laid off.
- On further investigation, the data indicated that the two most contributing factors to job losses in the region were insufficient work and company closures.

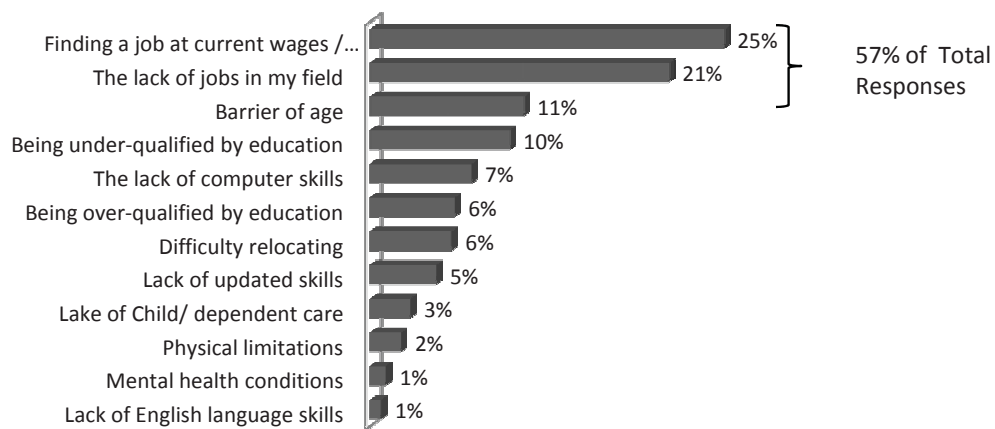




Challenges in getting a new job

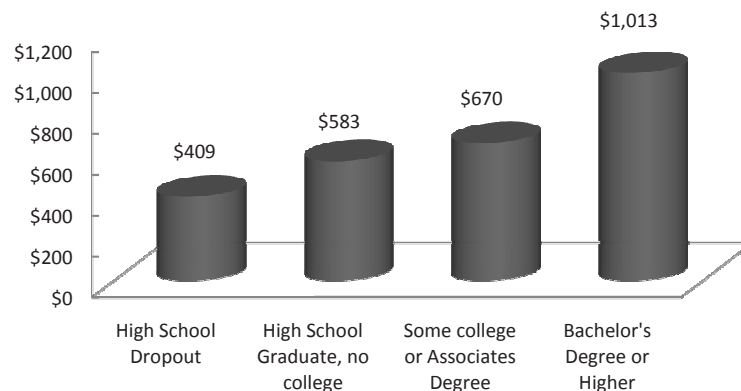
A majority of the surveyed dislocated workers (57%) described finding a job at current wages or benefits, the lack of jobs in their respective fields and an age barrier as the three most daunting challenges faced by them in getting a new job. Collectively, 22% of workers identified lack of skills as a primary challenge to finding a new job. The combination of these factors leads to the conclusion that many dislocated workers will be earning substantially less than their former positions.

Challenges to Finding a New job



Other data from the Department of Labor indicates that the relationship between educational attainment and wage is strong and positive. Among workers, 25 years or older, median weekly earnings of wage and salary is almost two and a half times more for person with at least a college degree than for those who have not completed high school.

Median Weekly Earnings of Full Time Wage and Salary Workers Ages 25 and over, 2005



Source: U.S. Department of Labor(2006).

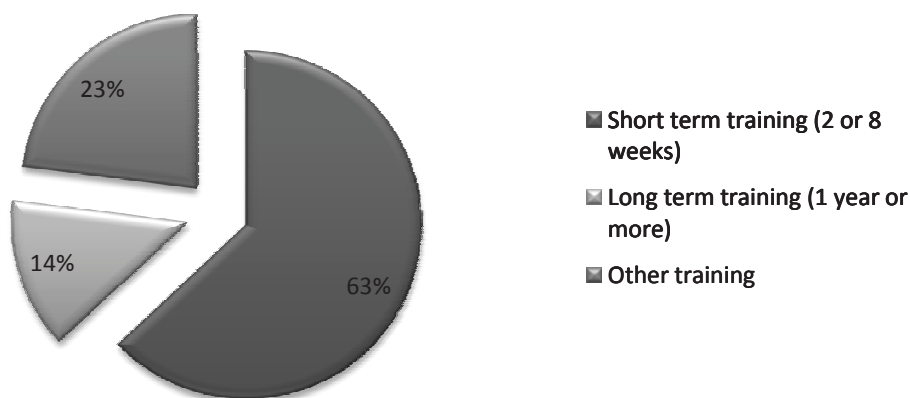


Services helpful to Dislocated Workers

When dislocated workers were surveyed about the kind of services that would be most helpful to them in getting back to work, nineteen percent of them stated that receiving job leads or job placement would be most useful, followed by eleven percent who wanted training in high demand occupations and ten percent who would like to gain job search skills.

A follow-up question was then asked about what specific kind of training would be beneficial to the dislocated workers. An overwhelming majority of the respondents (63%) were interested in short term training (2-8 weeks or more), followed by other skill training (23%) such as computer and English speaking skills. Only a very small percentage (14%) were interested in long term education.

Training Dislocated Workers are Interested in



16

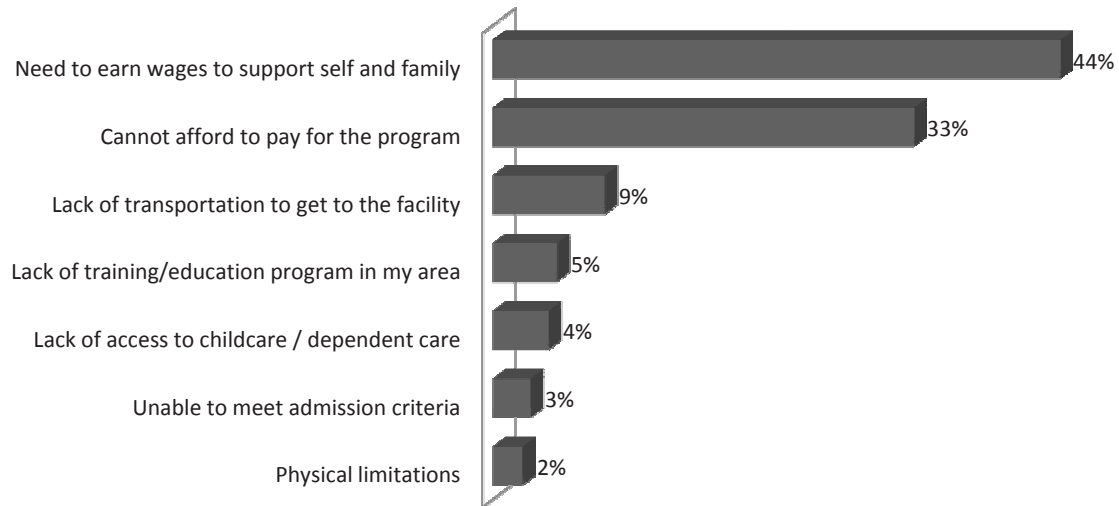
While short-term accelerated training is preferred by most dislocated workers it may not always be aligned with job openings, particularly with the down-sizing of traditional manufacturing. Credentialed occupations in healthcare is an example of an occupation in high demand but not conducive to a short term program. As the economy recovers, decision makers will need real-time workforce intelligence to match short-term, accelerated programs to jobs in demand.

To gain a better understanding of their needs, dislocated workers were then asked what they perceived as barriers preventing them from committing to a long term educational program. It was clear that the cost of the program and the need to support their families posed a major obstacle to dislocated workers in engaging in long term training programs. However as part of the Pell Grant Scholarship Program, initiated earlier this year, dislocated workers who receive Unemployment Insurance (UI) benefits will receive special consideration for financial aid to pay for job training or education and may also be able to keep their UI benefits while enrolled.





Barriers to Committing to Long-term Training



As the graph above indicates, only 5% of respondents stated that the lack of available training programs, or their ability to be admitted to them, was a barrier to participation in long term training. Nearly all other respondents indicated that the lack of wage support or other supportive services were major barriers to engaging in the longer term education and training programs that lead to high-demand, high wage opportunities.

Synopsis

The results of this survey will help economic development and workforce planners gauge the readiness of workers who have been laid off during to recession to retrain them with new skills that will drive the post-recovery economy. The survey will also provide useful information that will help determine the optimum schedule and length of training programs and the correct mix of services necessary to assure that workers will be able to complete training and re-engage in the workplace. The survey of dislocated workers suggests some major challenges for workforce development officials and policy makers. Although some of these challenges are new, most are continuations, at a faster pace, of trends that we have already seen over the last 30 years. These challenges include “How to balance the design of programs between short –term programs that can quickly re-engage workers, perhaps at lower wage levels, with longer term programs necessary to qualify workers for high demand, high wage occupations” and “How to provide wage supports, through stipends or on the job training, that could sustain a family through a one year or more training program”.



Conclusion



A critical tool for decision-makers as they struggle with these questions is real time workforce intelligence generated by traditional labor market data gathering and other survey methodology, in partnership between state and local government and education. We believe that this report contributes to that intelligence and we are committed to continuing the process of data gathering and analysis that will help make the critical decisions for our workforce and economy.


Please visit www.stlworkforce.org to access additional resources and tools related to this study.



Employer Survey Questions

1. How many employees currently work at your firm?
2. On a scale of 1 to 5, where 1 is very poor and 5 is very good, how would you rate your current business performance in terms of revenue and/or sales?
3. On a scale of 1 to 5, where 1 is very poor and 5 is very good, how would you rate your expected business performance in terms of revenue and/or sales in the next 12 months?
4. Over the next 12 months, does your business plan to increase your current employment levels, if yes how?
5. Has the cost of benefits that you offer employees gone up in the past 12 months?
6. In the past 12 months, has your access to credit for business operations increased, decreased, or stayed the same?
7. In the past 12 months, has the educational attainment requirement for existing jobs changed, if yes what?
8. In the past 12 months, has your demand for certain skills increased, if yes which?
9. In the next 12 months, do you anticipate a change in demand for certain \ occupations, if yes which?
10. In the next 12 months, do you anticipate a change in educational requirements for certain occupations, if yes which?
11. In the past 12 months, have you experienced skill gaps while hiring new workers? Have you experienced gaps in :
 - a. Soft skills or work ethic
 - b. Basic academic literacy such as English or Mathematics
 - c. Technical or hands-on skills
 - d. Any other
12. In the coming 12 to 18 months, do you anticipate the demand for workers with any of these skills to increase?
13. What methods are you using to prepare current workers to deal with the changes in the economy and in demand for certain occupations or skill requirement?
Are you using:
 - a. In-house classroom training
 - b. On-the-job training
 - c. Vendor training
 - d. Apprenticeships programs
 - e. Community College courses
 - f. Vocational training
 - g. College Degree (Associates degree or higher)
 - h. Hire only workers who are already trained
 - i. Any others?
14. In the past 12 months, as an alternative to layoffs, have you employed any of the following measures?
 - a. Reducing hours of work for existing employees
 - b. Freezing pay



- 
- c. Reducing pay
 - d. Suspending payments to 401k and other employee benefits
 - e. Any others, not mentioned above
15. As the economy recovers in approximately 12 to 18 months and you begin to hire new workers, will you primarily be
- a. Recalling from a lay-off list
 - b. Hiring new full time employees
 - c. Hiring part time employees
 - d. Hiring contract employees
 - e. Using a temporary agency, or
 - f. Doing something else
 - g. No plan to hire new workers
16. As you begin post recovery hiring, that is in approximately 12 to 18 months, will there be a change in the fringe benefits package for the new workers? Are you making any changes to that?
17. What are the barriers, if any, you face in expanding your employment levels?
- a. Shortage of workers with knowledge or skills
 - b. Shortage of available training programs
 - c. Economic Conditions
 - d. Government policies or regulations
 - e. Lack of information
 - f. Lack of access to transportation to get to work
 - g. Lack of access to child care
 - h. Are there any other barriers to expanding employment?
18. Does your business use “green” practices, services or products?
19. Please tell me if you conduct any of the following practices:
- a. Alternate fuel vehicles
 - b. Energy efficiency or energy conservation
 - c. Sustainable farming
 - d. Recycled products
 - e. LEED or energy efficient construction and remodeling
 - f. Pollution reduction
 - g. Water conservation
 - h. Recycling
 - i. Renewable energy in the form of solar, water, wind, biofuel, etc
 - j. Are there any other green practices or services you will use?
- SPECIFY-OTHER
20. Has the use of “green” practices increased the skill requirements of your workforce in the past 12 months? How?





Appendix B

Case Studies

From the population of companies in the region, a random sample of companies was selected for interviews (mostly in person, some by phone) for a more in-depth understanding of the current business and employment climate. All responses were confidential and voluntary. These companies provided added insight on the Employer Survey questions. Listed below are the companies that were selected for the case studies along with their comments.

Ameren

This St. Louis-based company is among the nation's largest investor-owned electric and gas utilities, serving 2.4 million electric and nearly one million natural gas customers throughout its 64,000-square-mile area of Illinois and Missouri. In addition to owning more than 16,400 megawatts of generating capacity, the company also operates non rate-regulated generation, development, marketing and fuels services companies.

"One source of talent we have pursued is displaced workers within the St. Louis area. Our recruiters talk with these candidates to assess skills that will be transferable to positions available within Ameren. When we find a skills match, we believe it is a win for Ameren and a win for the community".-
Ameren

Monsanto

Monsanto is a leading global provider of agricultural products and systems sold to farming concerns. Their leading products are the Roundup herbicide, DEKALB and Agrow seed products, along with other seed brands in large-acre crops like cotton, and oilseeds (soybeans and canola), as well as small-acre crops like vegetables. They also produce leading in-the-seed trait technologies for farmers that are aimed at protecting their yield, supporting their on-farm efficiency and reducing their on-farm costs.

"We continuously evaluate our talent level and hire "strategically" to stay competitive. Hence our hiring practices are proactive and focused on hiring the person with the right credentials". – Monsanto.





The Newberry Group

The Newberry Group Inc., is a global information technology business specializing in information assurance, application development, network/systems engineering and staffing services. Clients include leading businesses in financial services, health care and engineering as well as large government entities such as the U.S. Department of Defense and USDA.

“Although rapid growth has been affected, we are able to sustain our business in this environment. Commercial business has slowed but we are focusing on other segments in which to work”. – The Newberry Group

SSM Healthcare – St. Louis

With over 11,200 employees and 2,500 staff physicians, SSM Health Care - St. Louis is one of the largest, full-service health care networks in the St. Louis area. SSM Health Care-St. Louis includes seven hospitals, SSM Rehab Services, a Managed Care Organization, and a Physicians' Organization with over 150 employed physicians in three medical groups: SSM Medical Group, SSM St. Charles Clinic Medical Group and SSM DePaul Medical Group.

“The aging workforce combined with the lack of trained workers ready to take their jobs is a cause of concern, especially in healthcare.” –SSM HealthCare- St. Louis

Mark Andy

Mark Andy Inc. is the world's number one manufacturer of narrow web printing equipment. With a rich history of delivering solutions to increase productivity and profitability for the label and packaging markets, the company manufactures leading global brands including Comco and Mark Andy printing and converting machinery, Rotoflex finishing solutions and UVT curing system.

“We have good relationships with our banks and investors, and our reputation as an established company gives us access to good credit when needed, even in times like these”. – Mark Andy





Arcturis

Arcturis is a multi-disciplined design firm headquartered in St. Louis, Missouri, known in its 32-year history for award-winning projects locally and nationally. Arcturis provides planning, urban design, architecture, interiors, graphic design, facilities support services, and civil engineering for communities, major corporations, higher education, the hospitality industry, financial institutions and public facilities.

“In the current economic conditions we have managed to stay viable by changing our strategy and focus. By re-inventing and expanding our services, we are now able to better service our current clients as well as a totally new customer group”. – Arcturis



Appendix C

Dislocated Worker Survey Questions


1. Which career center are you at right now?
2. What is your gender?
3. What is your age?
4. Are you the primary wage earner of your household?
5. How many people depend on your income, including yourself?
6. Which county do you live in?
7. What is the highest education level completed?
8. What is your job title?
9. Please select the industry that you were employed in?
10. Company Name
11. Location of the facility
12. Time since separation
13. Pre-Layoff Hourly Wage
14. Tenure at the last company
15. Reason for separation
 - a. Plant or company closed down or moved
 - b. Insufficient work
 - c. Position or shift abolished
 - d. Seasonal job completed
 - e. Self operated business failed
 - f. Other
16. At the time of separation, did your employer provide any of the following?
 - a. Advance notice about the dismissal
 - b. Option to stay with the company and relocate
 - c. Option to do a different job in the same company
 - d. Option to stay on with reduced pay/benefits
 - e. Severance pay
 - f. Career counseling
 - g. Information or referral to agencies
17. Are you currently covered by health insurance?
18. How long do you anticipate to remain without work?
19. Since you have been out of work, which of the following are you willing to do now?
 - a. Seek employment in my current field
 - b. Seek employment in a new field
 - c. Update math, reading or writing skills
 - d. Enroll in a course to upgrade my skills
 - e. Seek training in a new field
 - f. Start my own business
 - g. Retire
 - h. Attend school, work part-time
 - i. Undecided
 - j. Volunteering at local community organizations
 - k. Other, please explain





20. Are you willing to relocate?
21. How many miles are you willing to commute one-way to work?
22. Which of the following challenges do you think you may face in getting a new job?
- a. The lack of jobs in my field
 - b. Finding a job at current wages / benefits
 - c. The lack of computer skills
 - d. My technical skills are not current
 - e. Being under-qualified by education
 - f. Being over-qualified by education
 - g. Barrier of age
 - h. Difficulty relocating
 - i. Mental health conditions
 - j. Physical limitations
 - k. Lack of Child/ dependent care
 - l. Lack of English language skills
 - m. Other
23. Which of the following services would be most helpful in getting the job you want?
(Select all that apply)
- a. Resume writing assistance
 - b. Job Search skills
 - c. Interviewing skills
 - d. Job leads/ Job Placement
 - e. Job search tips from experienced workers
 - f. Career counseling
 - g. Testing to determine job interests and skills
 - h. Relocation assistance
 - i. Transportation assistance (while looking for work or in school)
 - j. Dependent care assistance (while looking for work or in school)
 - k. Vocational Rehabilitation
 - l. License / Certification renewal
 - m. Training in high demand occupations
24. What kind of training are you interested in receiving? Please verify duration and if these services are made available at the career centers
- a. Adult Basic Education (reading, writing, math)
 - b. High School Equivalency testing (GED)
 - c. Completing a degree
 - i. In current field
 - ii. Another field
 - iii. Short term (less than 1 year)
 - iv. Long term (1 year or more)
 - d. Training to update current job skills (short term 2-8 weeks)
 - e. Training in a new job skill (short term 2-8 weeks)
 - f. Training in how to start a business (short term 2-8 weeks)



- 
- g. English (speaking, reading, writing)
 - h. Computer classes
 - i. Basic (computer skills, email, internet)
 - ii. Intermediate (word processing, spreadsheets)
 - iii. Advanced (Multimedia, specific software)
25. What are some of the barriers preventing you from committing to a long term educational program?
- a. Need to earn wages to support self and family
 - b. Cost of the program
 - c. Lack of access to childcare / dependent care
 - d. Lack of transportation to get to the facility
 - e. Physical limitations
 - f. Unable to meet admission criteria
 - g. Lack of training / education programs in my area
 - h. Other



NAICS (North American Industry Classification System) Description

Source : www.census.gov

515 Broadcasting (except Internet)

Industries in the Broadcasting (except Internet) subsector include establishments that create content or acquire the right to distribute content and subsequently broadcast the content. The industry groups (Radio and Television Broadcasting and Cable and Other Subscription Programming) are based on differences in the methods of communication and the nature of services provided. The Radio and Television Broadcasting industry group includes establishments that operate broadcasting studios and facilities for over the air or satellite delivery of radio and television programs of entertainment, news, talk, and the like. These establishments are often engaged in the production and purchase of programs and generating revenues from the sale of air time to advertisers and from donations, subsidies, and/or the sale of programs. The Cable and Other Subscription Programming industry group includes establishments operating studios and facilities for the broadcasting of programs that are typically narrowcast in nature (limited format, such as news, sports, education, and youth-oriented programming) on a subscription or fee basis. The distribution of cable and other subscription programming is included in Subsector 517, Telecommunications. Establishments that broadcast exclusively on the Internet are included in Subsector 519, Other Information Services.


446 Health and Personal Care Stores

Industries in the Health and Personal Care Stores subsector retail health and personal care merchandise from fixed point-of-sale locations. Establishments in this subsector are characterized principally by the products they retail, and some health and personal care stores may have specialized staff trained in dealing with the products. Staff may include pharmacists, opticians, and other professionals engaged in retailing, advising customers, and/or fitting the product sold to the customer's needs.

611 Educational Services

Industries in the Educational Services subsector provide instruction and training in a wide variety of subjects. The instruction and training is provided by specialized establishments, such as schools, colleges, universities, and training centers. The subsector is structured according to level and type of educational services. Elementary and secondary schools, junior colleges and colleges, universities, and professional schools correspond to a recognized series of formal levels of education designated by diplomas, associate degrees (including equivalent certificates), and degrees. The remaining industry groups are based more on the type of instruction or training offered and the levels are not always as formally defined. The establishments are often highly specialized, many offering instruction in a very limited subject matter, for example ski lessons or one specific computer software package. Within the sector, the level and types of training that are required of the instructors and teachers vary depending on the industry. Establishments that manage schools and other educational





establishments on a contractual basis are classified in this subsector if they both manage the operation and provide the operating staff. Such establishments are classified in the educational services subsector based on the type of facility managed and operated.

623 Nursing and Residential Care Facilities

Industries in the Nursing and Residential Care Facilities subsector provide residential care combined with either nursing, supervisory, or other types of care as required by the residents. In this subsector, the facilities are a significant part of the production process and the care provided is a mix of health and social services with the health services being largely some level of nursing services.

452 General Merchandise Stores

Industries in the General Merchandise Stores subsector retail new general merchandise from fixed point-of-sale locations. Establishments in this subsector are unique in that they have the equipment and staff capable of retailing a large variety of goods from a single location. This includes a variety of display equipment and staff trained to provide information on many lines of products.

621 Ambulatory Health Care Services

Industries in the Ambulatory Health Care Services subsector provide health care services directly or indirectly to ambulatory patients and do not usually provide inpatient services. Health practitioners in this subsector provide outpatient services, with the facilities and equipment not usually being the most significant part of the production process.

624 Social Assistance

Industries in the Social Assistance subsector provide a wide variety of social assistance services directly to their clients. These services do not include residential or accommodation services, except on a short stay basis.

492 Couriers and Messengers

Industries in the Couriers and Messengers subsector provide intercity and/or local delivery of parcels and documents (including express delivery services) without operating under a universal service obligation. These articles can be described as those that may be handled by one person without using special equipment. This allows the collection, pick-up, and delivery operations to be done with limited labor costs and minimal equipment. Sorting and transportation activities, where necessary, are generally mechanized. The restriction to small parcels partly distinguishes these establishments from those in the transportation industries. The complete network of courier services establishments also distinguishes these transportation services from local messenger and delivery establishments in this subsector. This includes the establishments that perform intercity transportation as well as establishments that, under contract to them, perform local pick-up and delivery. Messengers, which usually deliver within a metropolitan or single urban area, may use bicycle, foot, small truck, or van.





999 State Government

Covers employment under the State Government.

523 Securities, Commodity Contracts, and Other Financial Investments and Related Activities

Industries in the Securities, Commodity Contracts, and Other Financial Investments and Related Activities subsector group establishments that are primarily engaged in one of the following: (1) underwriting securities issues and/or making markets for securities and commodities; (2) acting as agents (i.e., brokers) between buyers and sellers of securities and commodities; (3) providing securities and commodity exchange services; and (4) providing other services, such as managing portfolios of assets; providing investment advice; and trust, fiduciary, and custody services.



Acknowledgments



We would like to thank all entities (businesses and dislocated workers) who voluntarily shared information for our surveys.

Additionally, we would like to express our gratitude to our industry partners such as Ameren, Arcturis, Monsanto, The Newberry Group, Mark Andy and SSSM Healthcare-St. Louis for participating in the case studies and providing valuable insights to complement the findings of the survey.

This report would also like to acknowledge the hardwork and support of several staff of the Missouri Career Centers and staff of the St. Louis Community College Division of Workforce and Community Development.

The principal authors of this report are Sonal Haté and Mary Bruton from Missouri Economic Research and Information Center (MERIC).



